Satisfaction Guarantee

We are so confident you will love our printers; we back them up with a "Money-Back Guarantee". We want you to be completely satisfied with their performance and the ability to use our printers. Our printers will perform as you expect and to your satisfaction or we will give you your money back. Finally you can purchase a commercial product and be completely satisfied and have no risk. If you are not satisfied with our product during the first 30 Days for any reason, let us know and we will do everything we can to make you happy, even give you your money back. Please see the "Guarantee Rules" below for further details.

1. Guarantee is valid for 30 days from day of delivery.
2. Offered to end user customers.
3. Customer must receive qualified operator and technical training from a CodeJet certified technician.
4. Customer expectations are to be deemed reasonable and in accordance to industry standard for Continuous Ink Jet Printers.
5. Customer's account must be current and all payments must have been made by the due date on the invoice.
6. Notification of non-satisfaction must be received in writing at the principal office of CodeJet via US Mail, courier, fax or email on or before Thirty days (30) from the date of delivery of the product.
7. The Product must be returned in its original condition less normal wear and tear to receive your refund from the "Money Back Guarantee"
8. Freight is the responsibility of the customer and the product must be shipped via the instructions in the "Packaging & Shipping Instructions" of the Warranty Statement.
9. If the product is not shipped in accordance with paragraph 7, all Warranties and this Guarantee are void.
10. Customer must have received a "Return Authorization Number" (R/A#) and instructions from the CodeJet R/A department prior to shipping the product back to CodeJet per the instructions in the Warranty Statement.
11. Customer must give CodeJet proper notice and reasonable time to cure any performance or satisfaction issues through repair or replacement of the product.
12. Product deemed to be damaged, excessively used, or used in a harsh environment causing excessive wear and tear will not qualify for the "Satisfaction Guarantee". This will be determined at the sole discretion of CodeJet.
13. Products and machines must use only CodeJet supplied parts and fluids. Any use of any fluids or parts not supplied by CodeJet will void this Guarantee.
14. The product must be serviced only by a CodeJet Factory Trained Technician, except for normal maintenance procedures as outlined in the User Manual.
15. All guidelines set forth in the CodeJet "Warranty Statement" must be followed.